



Earn 100 Bonus Minutes ask me how

Chat session started at 13:46:05

Please be patient while you are being connected with an operator ...
You are now chatting with Johnson

Kenneth: Hello.

Johnson : Thank you for contacting Q Link Wireless, Kenneth. My name is Johnson . Before we get started, we're letting everyone know that you can now send picture and video messages with your Q Link phone, just like a text message! To keep up-to-date as we roll out more exciting features, check your email often and follow us on Facebook.

Johnson : Before I can help you, I'll just need to pull up your account. Can you please provide your enrollment ID? You can find your enrollment ID on any email or letter we've sent you.

Kenneth: we'd like to address a concern regarding the order you made for Kenneth

Kenneth: the enrollment id is

Kenneth: 18745154

Kenneth: according to your terms & conditions; under section 15.

Johnson : It looks like our system found an account under your name. Can you please verify your birth year OR the last 4 of your social security number, just to confirm that we have the right account?

Kenneth: ok the last 4 ss is

Kenneth: 0801

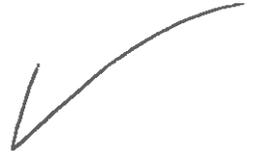
Kenneth: When Kenneth had received your e-mail asking him to confirm the address before shipping the phone out. Kenneth responded with a special request- to obtain a specific Qlink wireless phone due to his hearing impaired condition

Kenneth: this request was dismissed which indicates the violation of your company's terms and conditions policy

Kenneth: just wanted to make sure that you did really refuse his request?



Johnson



Send

00 : 09 - 0

8/4/2016



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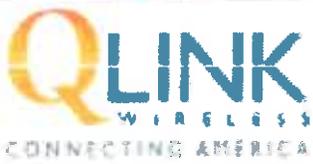
Kenneth: When Kenneth had received your e-mail asking him to confirm the address before shipping the phone out. Kenneth responded.



Johnson

Send





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Johnson

Send





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did really refuse his request?

Kenneth: hello?

Kenneth: please take this second chance-- are you there?

Johnson : Great, thank you! I have your account right here.

Kenneth: excellent

Johnson : Can you elaborate exactly what are you talking about.

Kenneth: the phone you sent him was not



Johnson

Send





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Johnson : Unfortunately, we cannot let you access this account at this time. We need to confirm with the account holder that they consent for you to speak on behalf of them. Please have the account holder call Customer Support, toll-free at 1-855-754-6543 to verify information over the phone so they can give consent for you to speak on behalf of them. If the account holder has a proof document enabling you to speak on behalf of them, please fax this with their name and enrollment ID, toll-free to 1-855-837-5465.

Johnson : I noticed you haven't responded to my messages. Are you still there? Do you need



Johnson

Send





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Kenneth: hello?

Kenneth: please take this second chance-- are you there?

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Kenneth: excellent

Johnson : Can you elaborate exactly what are you talking about.

Kenneth: the phone you sent him was not hearing impaired accommodated



Johnson

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Kenneth: the phone you sent him was not hearing impaired accommodated

Kenneth: he had made a request to get him a specific phone that you had on your list

Kenneth: according to the policy, Kenneth was allowed to make this request

Kenneth: because of his disability.

Kenneth: Kenneth had emailed you on July 22nd (to respond back for the address verification) to this reply@qlinkwireless.com

Kenneth: the request was not acknowledged,



Johnson

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... instead, you mailed him the wrong phone.

Kenneth: from my understanding, seems like, this program is for people who can hear only?

Johnson : In order to receive a replacement phone Kenneth needs to pay \$25 for the replacement.

Kenneth: replacement?

Kenneth: no.

Kenneth: you ignored his request and violated your terms/conditions policy



Johnson

Send





Earn 100 Bonus Minutes ask me how

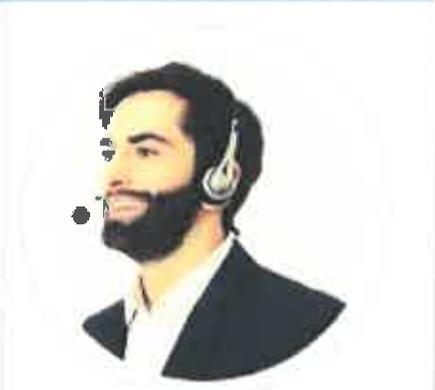
Kenneth: you ignored his request and violated your terms/conditions policy

Kenneth: "any hearing impaired person(s) interested in applying for a specifically equipped Q link wireless phone must call Qlink wireless and specify their needs to an agent."

Kenneth: the phone you send him is preventing him from able to call 911

Kenneth: the specific phone I picked will allow me to use the relay service calls (video) on front of the camera

Kenneth: this also will enable me to call 911



Johnson

Send





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front of the camera

Kenneth: this also will enable me to call 911 through using the relay service.

Kenneth: the device you picked for me is useless. again, I've followed your instruction through your policy to make a request.

Johnson : Unfortunately, we cannot let you access this account at this time. We need to confirm with the account holder that they consent for you to speak on behalf of them. Please have the account holder call Customer Support, toll-free at 1-855-754-6543 to verify information over the phone so they can give



Johnson

Send





Earn 100 Bonus Minutes ask me how

Johnson : I noticed you haven't responded to my messages. Are you still there? Do you need any more assistance?

Kenneth: yes I am here

Kenneth: Kenneth is here. This is Kenneth.

Kenneth: fax what paper to whom?

Kenneth: I've asked you to exchange the phone you sent out to me--- is this possible, right?

Johnson : Okay, what can I do for you.



Johnson

Send





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phone you sent out to me--- is this possible, right?

Johnson : Okay, what can I do for you, Kenneth?

Kenneth: great. did you see kristy's messages up above?

Johnson : Finally, can you verify the current physical address on your account?

Kenneth: 7718 16th Ave SW

Kenneth: Seattle, WA 98106-1839



Johnson

Send





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Johnson : Finally, can you verify the current physical address on your account?

Kenneth: 7718 16th Ave SW

Kenneth: Seattle, WA 98106-1839

Johnson : Thank you for waiting, Kenneth. As i researched your account the phone was delivered to 7718 16TH AVE SW SEATTLE, WA 98106 on 8/2/2016.

Kenneth: before you send out the phone to me, I was asked to confirm the address before

< [redacted] >



Johnson

Agent typing

[Empty text input field]

Send

00 : 36 : 28





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delivered to 7718 16TH AVE SW SEATTLE, WA 98106 on 8/2/2016.

Kenneth: before you send out the phone to me, I was asked to confirm the address before sending it out.

Kenneth: that email was a request. why did you send that phone out to me?

Kenneth: are you saying my request was ignored?

Johnson : I am sorry to hear your phone is missing! But don't worry, replacing your Q Link



Johnson

Send





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ignored?

Johnson : I am sorry to hear your phone is missing! But don't worry, replacing your Q Link cell phone is really easy, and it's only \$25. Just click here to order your replacement phone: <https://qlinkwireless.com/members/cart/replacem>

Kenneth: whoa, no. I have the package here.

Kenneth: can I speak with your supervisor? kinda revolving door with you here.

Kenneth: (for your information) this
... ..



Johnson

Send





Earn 100 Bonus Minutes ask me how

conversation is being monitored and saved.

Johnson : You need to call us toll free at 1-855-754-6543 the press 3 then 4 to talk to our supervisor.

Kenneth: first, can you answer to my question?

Kenneth: what happened to that request?

Kenneth: you're not allowed to ship out the phone unless confirmation was being made by me. so you did see the email.



Johnson



Input field with left and right arrow navigation

Agent typing

Send





http://www.livehelpnow.net/lhn/lc.aspx



File Edit View Favorites Tools Help



Earn 100 Bonus Minutes ask me how

Kenneth: (for your information) this conversation is being monitored and saved.

Johnson : You need to call us toll free at 1-855-754-6543 the press 3 then 4 to talk to our supervisor.

Kenneth: first, can you answer to my question?

Kenneth: what happened to that request?

Kenneth: you're not allowed to ship out the phone unless confirmation was being made by



Johnson

Send

00 : 46 : 44





http://www.livehelpnow.net/lhn/lc.aspx



File Edit View Favorites Tools Help



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Kenneth: you're not allowed to ship out the phone unless confirmation was being made by me. so you did see the email.

Johnson : You need to call us on our toll free number to get information on this issue.

Kenneth: the number you gave me with ext numbers

Kenneth: are invalid.

Kenneth: its a loop. you like going in circles, don't you?



Johnson

Send

00 : 47 : 35





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my messages. Are you still there? Do you need any more assistance?

Johnson : Due to inactivity, this chat session will be closed down shortly. If you need any more assistance, please contact us back. We are available Monday through Friday, 9 am to 6 pm EST through Live Chat. Or, you may call us, Toll-Free at 1-855-754-6543. Thank you and have a nice day.

Chat session has been terminated
/session_ended
/session_ended



Johnson

chat closed

Send

